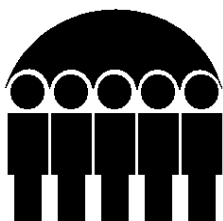


September 1, 2006

Employees' Manual
Title 17
Chapter A(2)

CHILD WELFARE

CINA INTAKE PROCEDURES



Iowa
Department
of
Human Services

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Life of the Case Phase: Intake

Children in Iowa need protection from abuse. Child protection and strong families are the responsibility not only of the family itself, but also of the larger community, including formal and informal service networks. It is the purpose and policy of this state to provide the greatest possible protection to children who may have been abused or are at risk for abuse and those children in need of assistance. Practice carrying out these policies shall be guided by the principle, **child safety comes first**.

The purpose of intake is to obtain information to ensure that requests for juvenile court adjudication as a child in need of assistance (CINA) that meet the criteria for assessment are accepted and that reports that do not meet criteria are appropriately rejected.

Link to [Definitions](#)

Outcomes

- Child safety
- Appropriate reports accepted for assessment

Decisions

- Accept or reject reports for child abuse assessment or CINA assessment
- Establish response time frame
- Determine transfer

Criteria for CINA Assessment

- Child under age 18
- CINA screen on *CPS and CINA Intake Decision Tree* indicates a possible basis for CINA petition

Scope of Chapter

This chapter describes state procedures for carrying out the intake process for child in need of assistance services. The organization of the Policy and Procedures chapters are aligned. For some topics in the procedures, there are no associated laws, rules, or Department-required policies.

Links to “Policy” in this chapter refer to Chapter 17-A, which summarizes the essence of the associated laws, rules, and Department-required practice for the intake phase of a child welfare case. Links to “Practice Guidance” refer to Chapter 17-A(3), which provides background information to supports the procedures or policy and the clinical or programmatic rationale for the actions that are required.

Receiving a Request for CINA Assessment

Link to [Policy](#)

Link to [Practice Guidance](#)

Link to [How-Do-I? Guide: CINA Intake](#)

The Child Abuse Hotline accepts calls at any time and then forwards them to the local unit immediately. Department local offices, the Central Abuse Registry, or the Child Abuse Hotline shall receive reports of child abuse and requests for CINA assessment services.

Engage with the caller by providing a thorough and courteous interview when responding to a caller who is reporting child abuse, requesting CINA services, or calling for another reason.

Note: To ensure thoroughness, refer to the [CINA Intake Guidance Tree, RC-0097](#).

1. When a caller contacts the Department regarding a child who may need services, the call will be handled as a CINA intake.
2. When a caller contacts the Department to report alleged child abuse, but the concerns do not meet the legal definition of a child abuse allegation, the report shall be rejected as a [child abuse intake](#). Rejected child abuse intakes may be handled as CINA intakes.

3. Explain the following to the referral source for the CINA assessment services request:
 - ◆ DHS may provide services to children and families under two circumstances:
 - When an abuse report is founded.
 - When a court order for services is issued.
 - ◆ If the information received during the intake call indicates that the child or family may be eligible for CINA services, a parent, guardian, or custodian of the child will be offered an application for CINA assessment services.
 - ◆ There is not a code or rule basis for confidentiality of reporter on a service referral (i.e., CINA assessment).

Note: It is not necessary to determine the type of referral source for a CINA intake. Any person may make a referral for CINA assessment services.

Gathering Intake Information

Link to [Policy](#)

Link to [Guidance](#)

Link to [CPS and CINA Intake Decision Tree](#)

1. Carefully ask questions to determine if the request meets criteria to become accepted as a CINA assessment referral. Obtain as much of the following information as possible from the requester:
 - ◆ Child: Name, home address, current location, date of birth, age, physical condition, school or child care attendance.
 - ◆ Parents: Name, home address, and current location.
 - ◆ Caretaker (if other than parent): Name, address, and current location.
 - ◆ Other children: Name, age, and condition of other children in the same household.
 - ◆ Others in the household: Name and age of other adults in the home.
 - ◆ Description of child's condition and the nature of the child's needs and behaviors; parent or caretaker's perception and response to the needs and concerns of the child.

- ◆ Collaterals: Names, phone numbers, and addresses of people knowledgeable about the child's circumstances.
- ◆ Reporter or referral source: Name, phone number, address, and relationship to the child and concerns being reported.

Note: If there is reason to believe that child abuse exists, treat the call as a child protective intake.

2. Check Department records on the ACAN, IABC, FACS, and STAR systems. Access other state information systems (i.e., DLIC) to verify identity as necessary.

- ◆ Conduct criminal records checks for all allegations that include an allegation of a criminal act or child or worker safety concerns. You may use on-line criminal record checks or contact local law enforcement. If time permits, you may submit a request to the Department of Public Safety, Division of Criminal Investigation.

Conduct criminal records checks on line at <http://www.iowacourts.state.ia.us/>. Click here to access [case type codes](#).

- To begin an Iowa Courts Online Search, select ENTER on the "Start a Case Search Here."
 - Under Trial Court, select "Case Search."
 - Enter the last and first name and select ENTER.
- ◆ If you receive information to suspect that the family has moved to Iowa from another state or another Iowa county, check STAR (CABA screen) for protective service alerts.
3. Complete form [470-0607, Child Protective Services Intake](#), for every intake call, walk-in, or written allegation received by the Department when a CINA assessment request is made, regardless of whether the report contains all necessary information to become a case.

Making the CINA Assessment Referral Decision

See the [RC-0077, CINA Guidance Tool](#), for information regarding the statutory basis for CINA assessments.

1. Determine if the CINA intake meets the requirements for CINA assessment referral by determining if there is a reasonable belief that one of the following situations exists:
 - ◆ The child is in need of medical treatment to cure or alleviate or prevent serious physical injury or illness, and the child's parent, guardian, or custodian is unable to provide such treatment.
 - ◆ The child has been the subject of or a party to sexual activities for hire or has posed for a live display or pictorial reproduction that is designed to appeal to the prurient interest; and the child's caretaker has not had knowledge of, encouraged, or permitted these acts.
 - ◆ The child is without a parent, guardian, or other custodian because the parent is deceased.
 - ◆ The child's parent, guardian, or custodian for good cause desires to be relieved of the child's care and custody.
 - ◆ The child for good cause desires to have the child's parents relieved of the child's care and custody.
 - ◆ The child is in need of treatment to cure or alleviate chemical dependency and the child's parent, guardian, or custodian is unable to provide this treatment.
 - ◆ The mental capacity or condition of the child's parent or guardian results in the child not receiving adequate care.
 - ◆ The child is **imminently likely** to be abused or neglected. This may include, but is not limited to, a child born into a family in which:
 - The court has previously adjudicated another child to be a child in need of assistance due to abuse;
 - The court has terminated parental rights to a child; or
 - The parent has relinquished rights with respect to a child due to child abuse.

Seek an ex parte **removal order** if it appears that the newborn's immediate removal is necessary to avoid **imminent danger** to the child's life or health.

NOTE: Reject CINA intakes for mental health needs of children when the parent is willing but unable to provide mental health services. In this situation, refer the family to the Medicaid children's mental health waiver.

2. Obtain supervisory review and approval for accepting or rejecting the CINA assessment referral.

NOTE: *Notice of Intake Decision* is not required for CINA intake.

3. The supervisor assigns the CINA assessment referral within one business day.

The assigned assessment worker is required to initiate contact with the child and family within five business days of the intake date.

Jurisdiction of CINA Assessments

Assign primary responsibility for completing the CINA assessment to the unit serving the county where the child's home is located.

Providing Notification of CINA Intake Decisions

You may share information with the referral source if the source of the referral is the parent.

You may share information with a referral source who is not the parent only if the parent has signed a release of information. Either the referral source or Department staff may obtain the release of information.

Before sharing information with a referral source who is not the parent, you must:

- ♦ Have possession of the release of information, and
- ♦ Ensure that the release adequately authorizes the specific information to be shared.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 1, 2006

GENERAL LETTER NO. 17-A(2)-5

ISSUED BY: Bureau of Protective Services,
Division of Behavioral, Developmental and Protective Services for
Families, Adults and Children

SUBJECT: Employees' Manual, Title 17, Chapter A(2), **CINA INTAKE
PROCEDURES**, Title page, new; Contents (page 1), new; and pages 1
through 6, new.

Summary

Employees' Manual Chapter 16-E, **CHILD PROTECTIVE ASSESSMENTS**, has been redesigned into policy, procedure, and practice guidance subchapters reflecting the phase in the life of the case (intake and assessment). The new intake chapters are:

- ◆ 17-A, **INTAKE POLICY**, which contains succinct, "high level" statements that summarize the essence of the associated laws, rules, and Department-required practice.
- ◆ 17-A(1), **CPS INTAKE PROCEDURES**, which tells what the child protective services intake worker should do in the logical order of when and how to do the work.
- ◆ 17-A(2), **CINA INTAKE PROCEDURES**, which tells what the child in need of assistance intake worker should do in the logical order of when and how to do the work.
- ◆ 17-A(3), **INTAKE PRACTICE GUIDANCE**, which provides background information to support the procedures or policy and the clinical or programmatic rationale for the actions that are required.
- ◆ 17-A(4), **ADDITIONAL INTAKE INFORMATION**, which contains information that is lengthy or used only in specific situations. These topics may be accessed through hypertext links in the policy, procedure, or guidance chapters.

Hypertext links in all of the chapters connect to the other intake chapters, additional information on a topic, or a specific form or tool.

As much as possible, the procedures in this chapter are written as action statements. We have tried to organize the procedures into the logical order of work and to make the procedures succinct. Information that is critical for the worker to know, but not actions for the worker to do, is included as "notes."

Information that is lengthy or is used situationally has been placed Chapter 17-A(4), so that workers can access the information quickly if they need it, without having to scroll through it if they don't.

As the Department's child welfare redesign project "Better Results for Kids," set the targeted population to be served, the scope of intake responsibilities is expanded to include CINA (child in need of assistance) intakes. New policies for CINA intake have been included as follows:

- ◆ Authority to conduct CINA intake: Any person may file a complaint with the agency designated by the court to perform intake duties alleging a child is a "child in need of assistance."
- ◆ Jurisdiction of CINA assessments: The county of residence of the child determines the county responsible for the CINA assessment.
- ◆ Response timeframes for referral for CINA assessment: The supervisor will assign cases meeting CINA assessment services referral criteria within one business day. The assigned worker will make a child and family contact within five business days. The summary will be completed in 20 business days.
- ◆ Rejected CINA intakes: If the intake information does not contain information to determine the case meets criteria for referral for CINA assessment services, the CINA intake will be rejected. The Department's involvement ends with provision of information on community resources to the caller, if applicable to the circumstances reported.
- ◆ Rejected CPS intake referred for CINA assessment services: A CINA assessment referral may be made when the information on a rejected child abuse intake indicates possible CINA eligibility.
- ◆ Evaluating intake information for CINA assessment referral: The intake worker will evaluate the credibility of the facts and circumstances alleged and the information gathered.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

Assessment chapters will be released in the near future.

Refer questions about this general letter to your area service administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

November 3, 2006

GENERAL LETTER NO. 17-A(2)-6

ISSUED BY: Bureau of Protective Services,
Division of Child and Family Services

SUBJECT: Employees' Manual, Title 17, Chapter A(2), **CINA INTAKE
PROCEDURES**, pages 2 through 6, revised.

Summary

This chapter is revised to:

- ◆ Amend the list of statutory basis for CINA adjudication that are eligible for a CINA assessment to be consistent with policy adopted in October 2005.
- ◆ Correct an error to the page tops to reflect "CINA Intake Procedures" instead of "CINA Intake Policy."

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 17, Chapter A(2), pages 2 through 6, dated September 1, 2006, and destroy them.

Additional Information

Refer questions about this general letter to your area service administrator.



STATE OF IOWA

CHESTER J CULVER, GOVERNOR
PATTY DUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

May 30, 2008

GENERAL LETTER NO. 17-A(2)-7

ISSUED BY: Bureau of Protective Services, Division of Child and Family Services

SUBJECT: Employees' Manual, Title 17, Chapter A(2), **CINA ASSESSMENT
INTAKE PROCEDURES**, pages 5 and 6, revised.

Summary

CINA assessment intake procedures are revised to add clarification for CINA assessment intakes on newborn children whose families have previous juvenile court involvement.

Effective Date

June 1, 2008

Material Superseded

Remove the following pages from Employees' Manual, Title 17, Chapter A(2), and destroy them.

Page

Date

5, 6

November 2, 2006

Additional Information

Refer questions about this general letter to your area social work administrator.